

BEFORE THE TENNESSEE REGULATORY AUTHORITY AT

NASHVILLE, TENNESSEE

June 12, 2002

IN RE:

PETITION OF WORLDCOM, INC. AND INTERMEDIA
COMMUNICATIONS, INC. FOR APPROVAL OF
CUSTOMER NOTICE LETTER PURSUANT TO TRA
RULE 1220-4-2-.56(2)(d)(2)

DOCKET NO.
02-00411

ORDER APPROVING CUSTOMER NOTICE LETTER

This matter came before the Tennessee Regulatory Authority (the "Authority") at the regularly scheduled Authority Conference held on April 30, 2002 for consideration of the *Petition* filed by WorldCom, Inc. ("WorldCom") and Intermedia Communications, Inc. ("Intermedia") (collectively the "Petitioners") for approval of a customer notice letter pursuant to the provisions of Authority Rule 1220-4-2-.56(2)(d)(2).

Authority Rule 1220-4-2-.56(2)(d)(2)

Authority Rule 1220-4-2-.56(2)(d)(2) provides as follows:

(d) In the case of a transfer of a customer base between two or more telecommunications service providers, the Authority, upon petition by the acquiring telecommunications service provider, may deem that sufficient notice has been given and approval received from the affected customers when the following criteria are met:

...

2. A notification letter, pre-approved by the Authority, shall be mailed by U.S. First Class Postage by the telecommunications service provider being acquired to its customers describing the customer transfer and explaining that the customers' local or long distance service will be transferred to the acquiring telecommunications service provider by a certain date unless the customer selects another

telecommunications service provider. This customer notification shall be mailed to the customers no less than thirty (30) days prior to the actual customer transfer. The notification letter required by the FCC may be used for the notification purposes of this part. The Authority may waive the thirty (30) day notice requirement of this part for good cause shown.

The Petition

In their *Petition*, which was filed on April 11, 2002, the Petitioners request that the Authority approve a customer notice letter pursuant to Authority Rule 1220-4-2-.56(2)(d)(2). The *Petition* states that the letter is being sent in connection with an intra-corporate transition of Intermedia's long distance customers to its affiliate, MCI WorldCom Communications, Inc. ("MCI WorldCom"). According to the *Petition*, approximately thirty (30) residential long distance subscribers in Tennessee, who receive long distance, calling card, and 800 services, will be affected by this transition. The *Petition* states that WorldCom has developed a customer notification and transfer plan that is intended to insure informed customer choice and seamless transition to MCI WorldCom service. The *Petition* states that WorldCom will also assure that any customer who so chooses can transfer to another carrier without any interruption of service. The Petitioners filed a sample of the proposed customer notice letter as Attachment 1 to the Petition. On April 15, 2002, the Petitioners filed an amended sample customer notice letter. On April 17, 2002, the Petitioners filed a second amended sample customer notice letter.

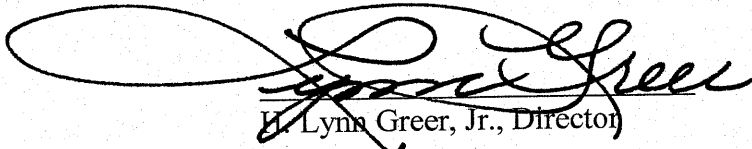
At the April 30, 2002 Authority Conference, the Directors voted unanimously to approve the customer transfer letter, as amended by the Petitioners in their filing of April 17, 2002. Further, a majority of the Directors voted that the letter should be sent under the name of Intermedia.¹

¹ Chairman Kyle voted that the letter should be sent under the name of WorldCom.

IT IS THEREFORE ORDERED THAT:

1. The customer notice letter proposed by WorldCom, Inc. and Intermedia Communications, Inc., as amended, is approved.
2. The customer notice letter shall be sent under the name of Intermedia Communications, Inc.

Sara Kyle, Chairman

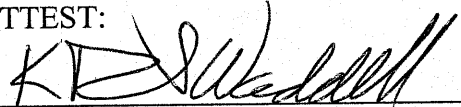


H. Lynn Greer, Jr., Director



Melvin J. Malone, Director

ATTEST:



K. David Waddell, Executive Secretary

*** Chairman Kyle did not vote with the prevailing motion.